Percent of METCO Loans Past Due 90 Days
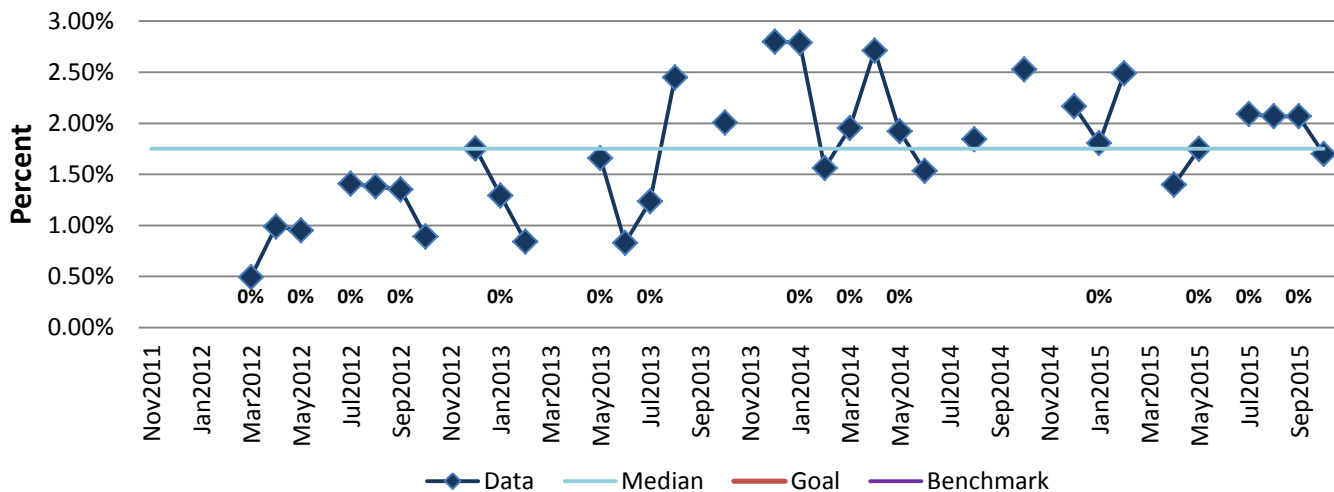## Economic Development

LouieStat

KPI Owner: Kurt Hummel | **Process: Job Creation - Loan Repayment Rate**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD **Goal: TBD** **Benchmark: TBD**	**Data Source: SalesForce** **Goal Source: TBD** **Benchmark Source: TBD**	**Plan-Do-Check-Act Step 1: Define the problem** **Measurement Method: Number of loans past due 90 days divided by the number of total loans** **Why Measure: To track loans that are delinquent by 90 days** **Next Improvement Step: Identify a baseline and a target**

How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
TBD	**1.95%**		**TBD**	**1.70%**	
Percent	Percent		Percent	Percent	

Percent of METCO Loans Past Due 90 Days

Good

Legend: Data · Median · Goal · Benchmark

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.